



# DENR Customer Feedback for Regulatory Improvement

February 23, 2012  
Environmental Review Commission



# Steps Toward Regulatory Improvement:

- DENR Listening Sessions
- Environmental Assistance Center
- Permit Improvement Workgroup

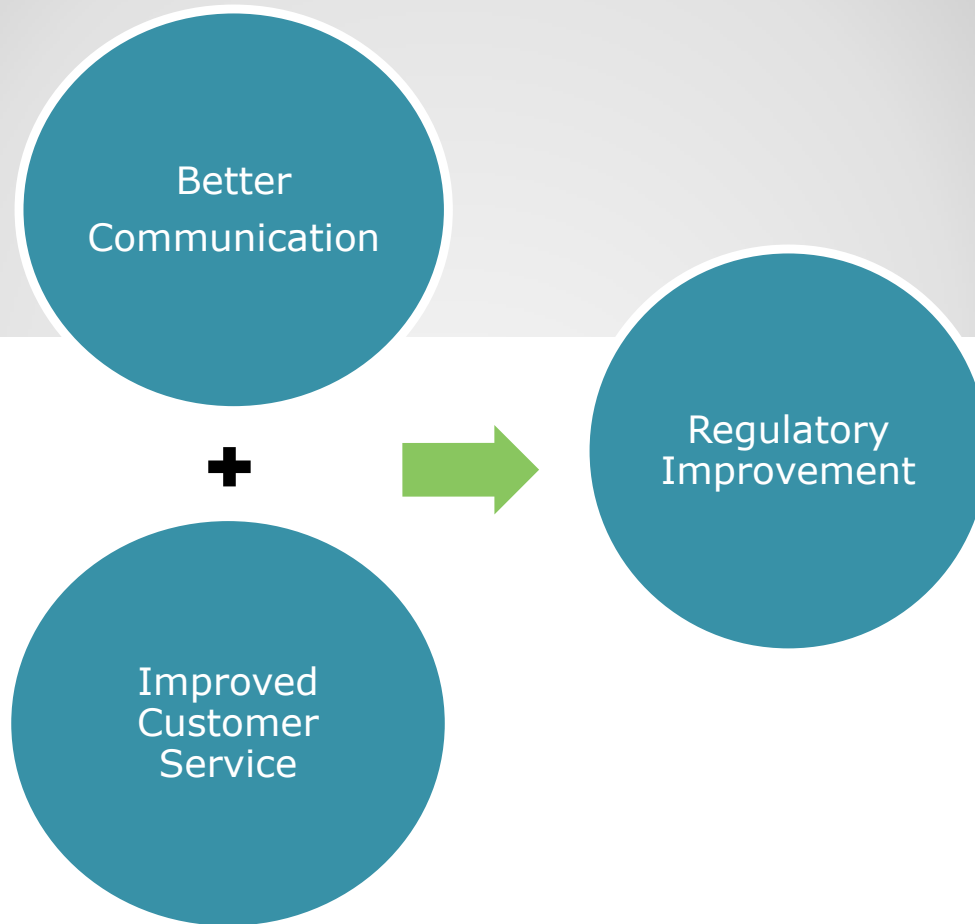
# Listening Sessions:

- 18 across the state
- DENR Staff/External Customers
- Participants invited – Experience with agency and programs
- More than 900 comments

# Web-based Survey:

- 203 External Responses
- 98 Internal Responses

# Overview of Listening Sessions:



# TOPICS:

- Training
- Outreach
- Consistency
- Permit review
- The Economy
- Feedback
- Internal process
- Legislative
- Customer Service
- Morale/Complaint
- Other
- Website/IT
- Budget/Supplies
- Communication

# Major Topics - TOP 4

- Customer Service
- Internal Process
- Outreach/Communication
- Permit Review

# Customer Service:

More face time

Positive feedback

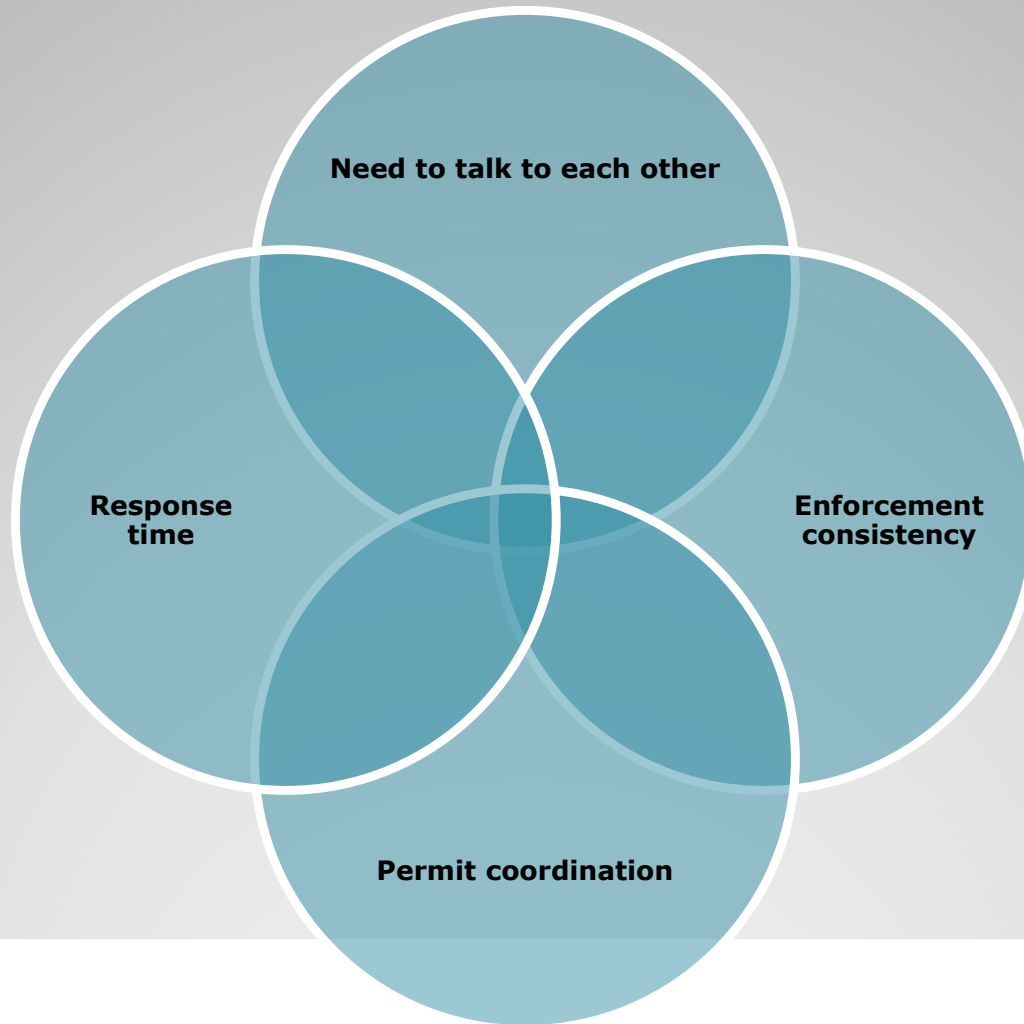
Workshops/training

Phone issues

Express review is good  
customer service



# Internal Process:



# Communication / Outreach:



# Permit Review:

Forms/process are  
confusing

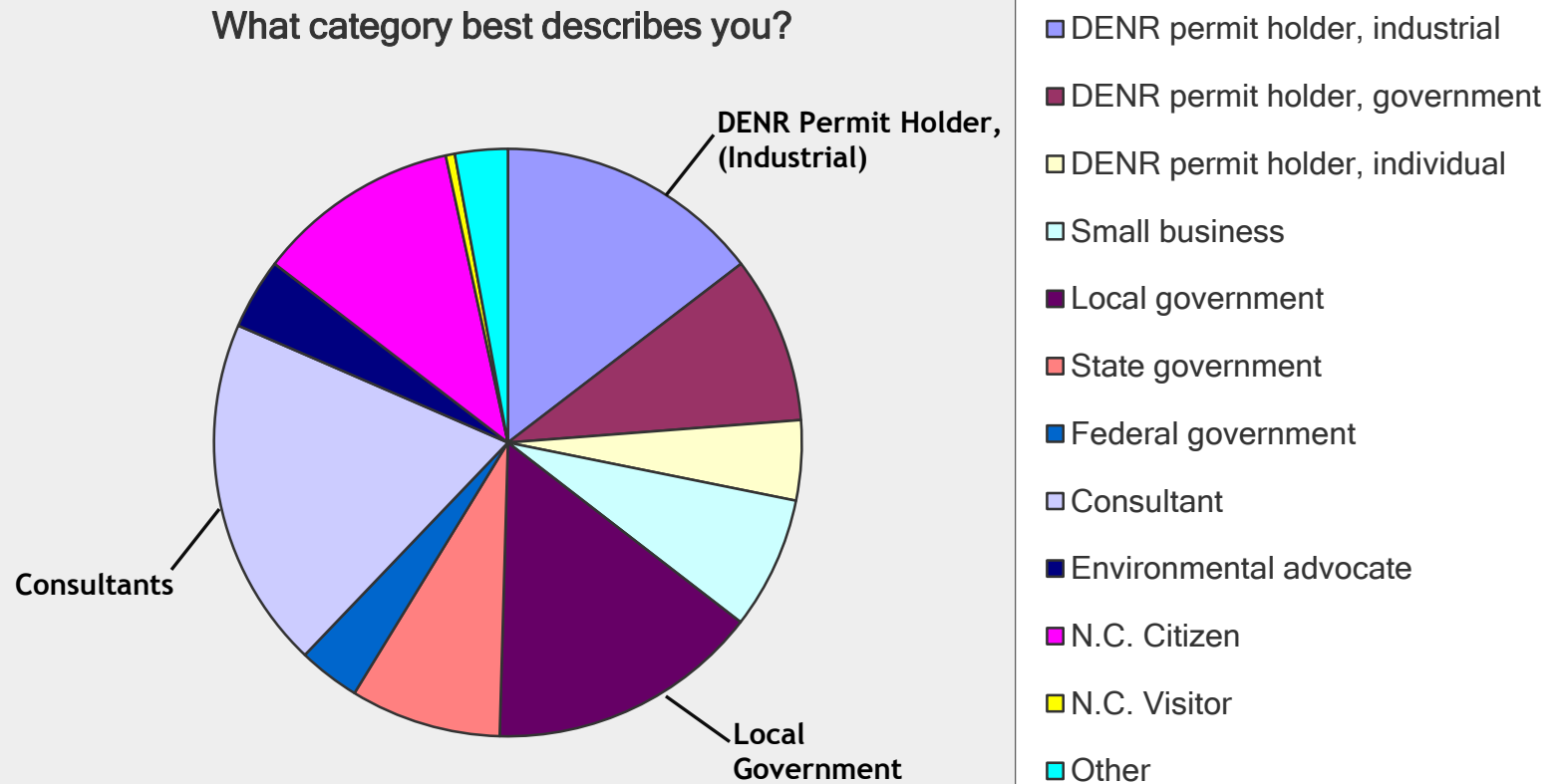
Electronic submission

Cross training

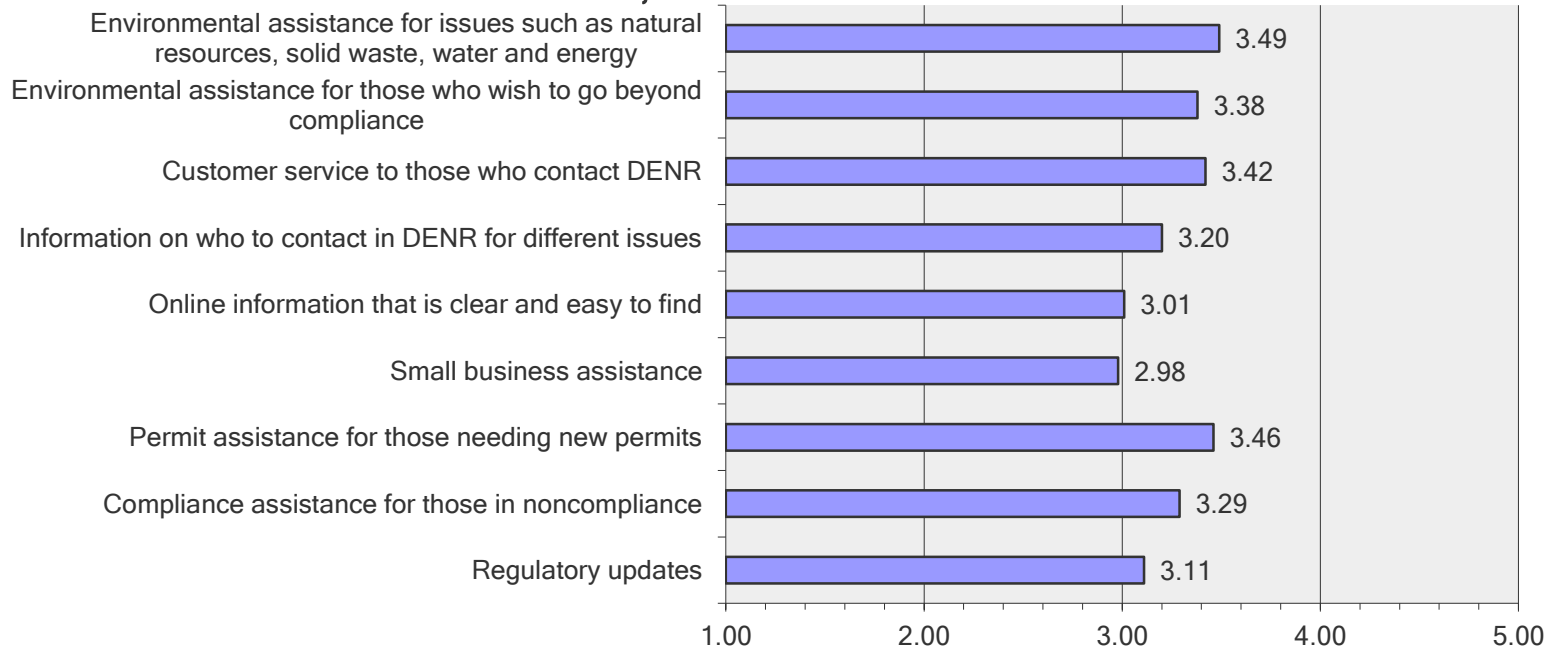
Need for flexibility

# External Survey

- 203 External Responses
- **Who responded?**



**Based on your experience, please rate the efforts of DENR in providing the following assistance to its customers on a scale of 1 to 5, where 5 is excellent:**

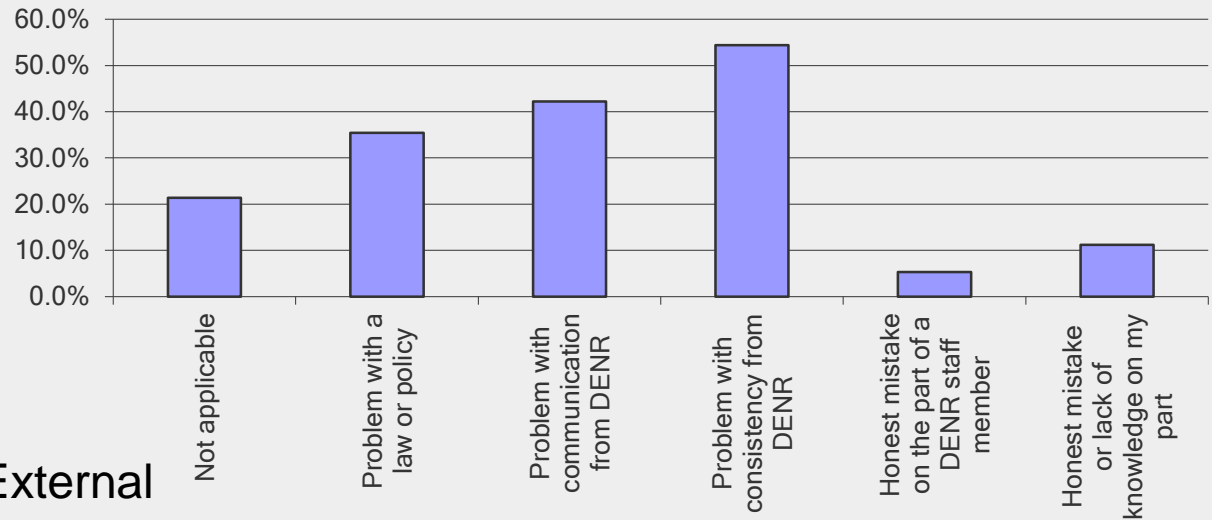


Answer Options	Poor 1	2	3	4	5 Excellent
Regulatory updates	26	34	48	43	32
Compliance assistance for those in noncompliance	20	28	33	50	33
Permit assistance for those needing new permits	18	24	33	51	43
Small business assistance	13	8	19	5	14
Online information that is clear and easy to find	28	34	54	56	18
Information on who to contact in DENR for different issues	21	32	57	53	30
Customer service to those who contact DENR	20	21	47	56	41
Env. assistance for those who wish to go beyond compliance	16	21	20	37	32
Env. assistance for issues such as natural resources, solid waste, water and energy	16	27	32	47	47
Total	178	229	343	398	290

# Causes of perceived problems

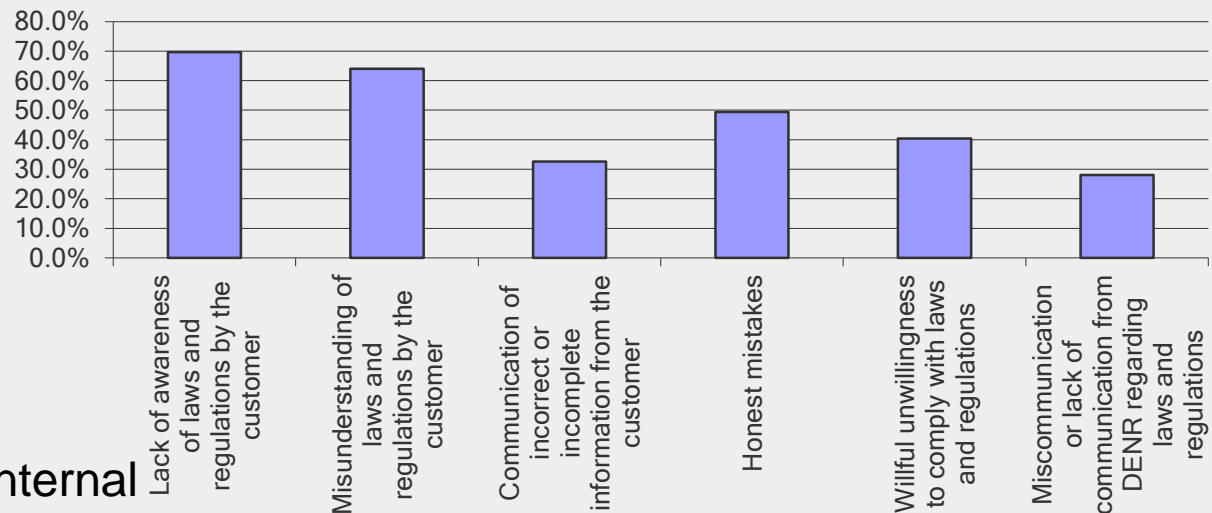
Note: different answers, scales!

What do you perceive to be the cause(s) of any problems you have experienced with DENR? (select all that apply)



External

What do you perceive to be the cause(s) of these problems and violations? (select all that apply)



Internal

# Environmental Assistance Center



- ❖ Customer Focused
- ❖ Non-regulatory
- ❖ Regional one stop/Raleigh technical staff
- ❖ Proactive permit and compliance information and assistance
- ❖ Cost savings compliance options
- ❖ Customized assistance

# Permit Workgroup Recommendations:

- ❖ Technological Improvements
- ❖ Training
- ❖ Better coordination and communication



# Action Areas:

- ❖ Training
- ❖ E-permitting
- ❖ Customer Service

# What's Next?

- ❖ Share with Division Directors' /Policy Makers - January-February
- ❖ Finalize report with recommendations - February-March
- ❖ Report back on actions taken - May
- ❖ Follow-up with customers - Spring 2012
- ❖ Addressing issues - Ongoing



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